



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,232

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR SERVICE  
ANALYSIS IN SERVICE LEVEL MANAGEMENT  
(SLM)*

Attorney Docket No.: APB-022RCE

Art Unit: 2143

Examiner: ENGLAND, David E.

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Date: June 25, 2004

Signature: Christopher J. McKenna  
(Christopher J. McKenna)

**PRELIMINARY AMENDMENT**

Dear Sir:

**INTRODUCTORY COMMENTS**

Prior to examination of the above-identified patent application, please amend the patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.

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